

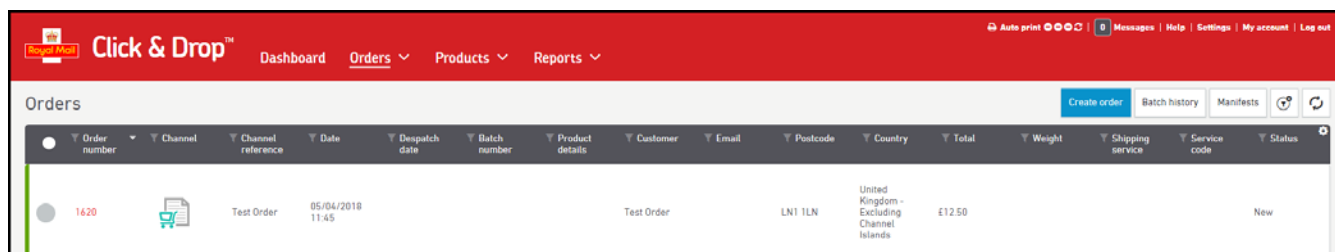


Click & Drop
How to mark an order as
'Despatched by other courier'

Sometimes you may have orders in Click & Drop that you will despatch with a courier other than Royal Mail, or by courier services that create their own labels, such as Amazon Prime orders.

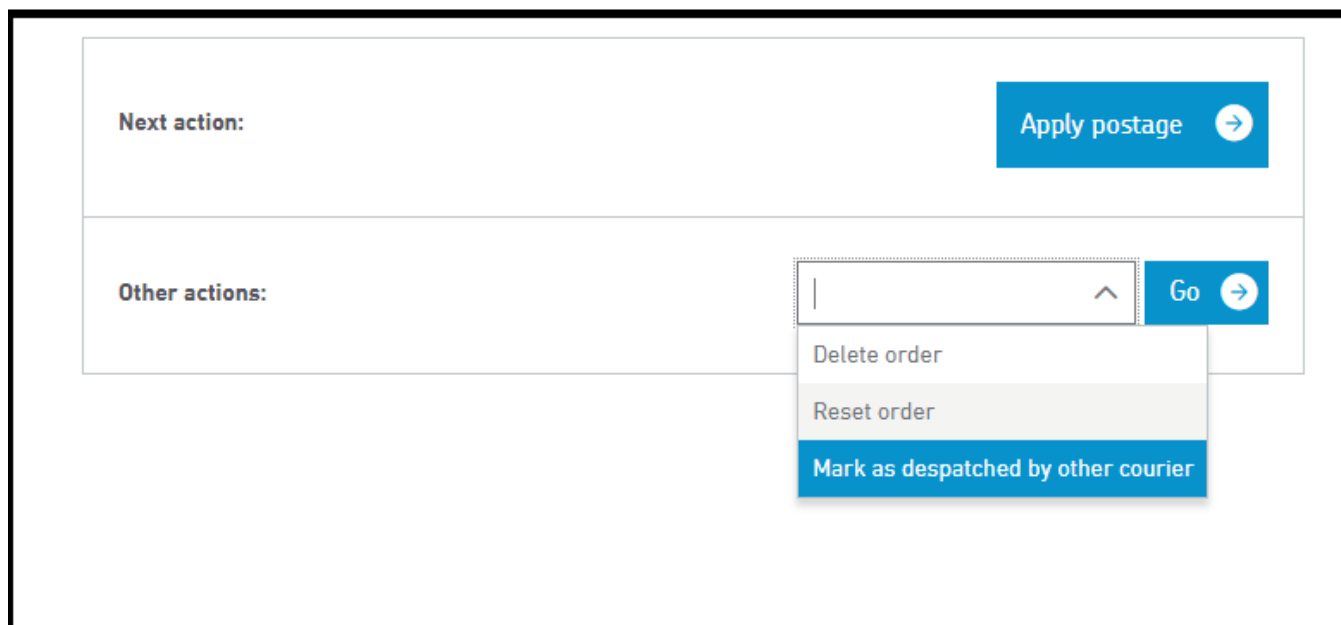
By marking an order as 'Despatched by other courier', Click & Drop will exclude it from your dashboard figures. This also prevents the order from downloading again if deleted from Click & Drop.

To begin, you will need to select an order in 'New' status that you wish to mark as despatched by another courier. Click the order to expand the order information.



Order number	Channel	Channel reference	Date	Despatch date	Batch number	Product details	Customer	Email	Postcode	Country	Total	Weight	Shipping service	Service code	Status
1620		Test Order	05/04/2018 11:45				Test Order		LN1 1LN	United Kingdom - Excluding Channel Islands	£12.50				New

To mark as 'Despatched by other courier', click the 'other actions' drop down box and press 'Go'.



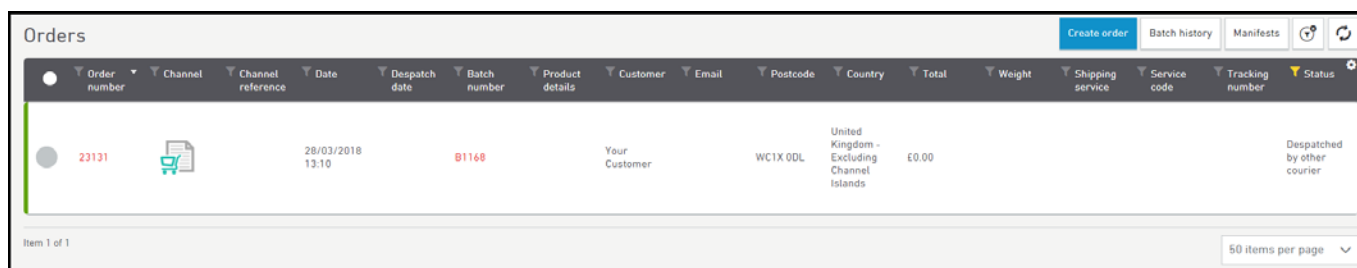
Next action: [Apply postage](#)

Other actions:

- Delete order
- Reset order
- Mark as despatched by other courier**

A dialogue box will ask you to confirm your selection.

Your order will now be in 'Despatched by other courier' status.



Order number	Channel	Channel reference	Date	Despatch date	Batch number	Product details	Customer	Email	Postcode	Country	Total	Weight	Shipping service	Service code	Tracking number	Status
23131			28/03/2018 13:10		01168		Your Customer		WC1X 0DL	United Kingdom - Excluding Channel Islands	£0.00					Despatched by other courier

Please note, once your order is marked as despatched by another courier, you will not be able to apply postage to the order, generate a label for the order, or mark it as despatched.

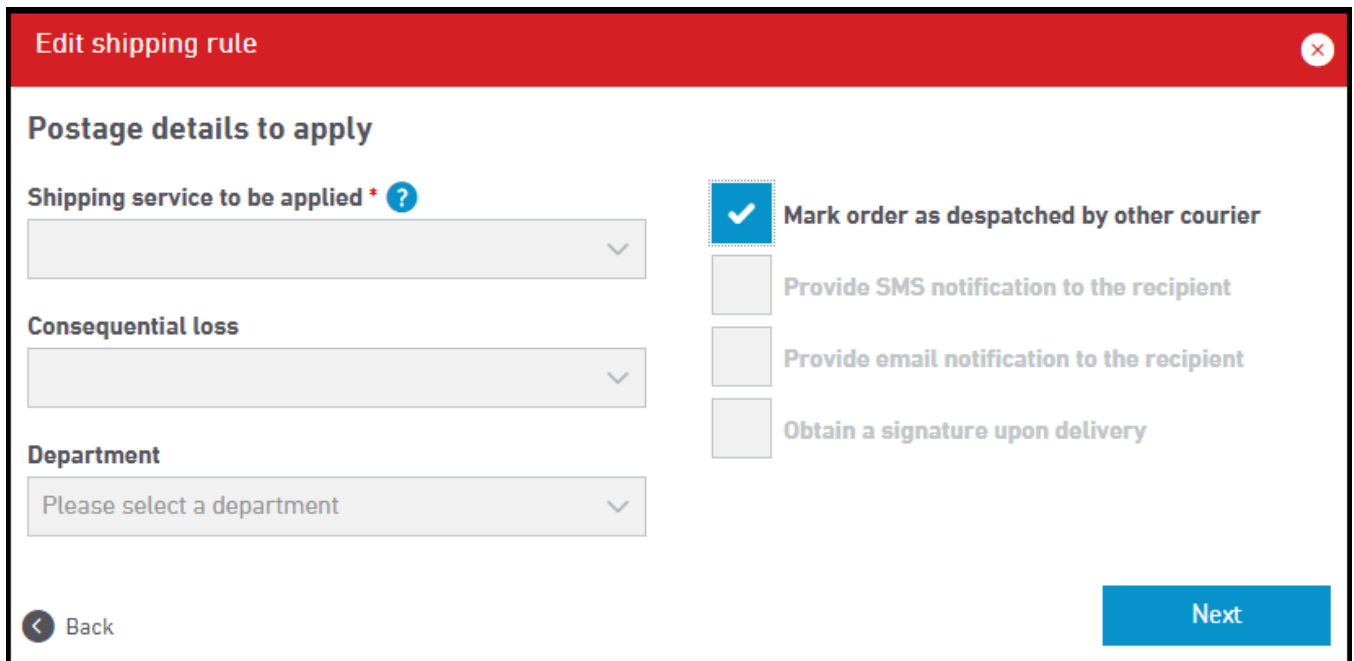
You will be able to delete the order, or restore it back to 'New' status using the 'other actions' drop down box.

Using shipping rules to automatically mark orders as 'Despatched by other courier'

If all your orders from a specific store, or orders with a specific in store postage method are always shipped by another courier, you can create a shipping rule to handle these orders automatically.

First, you will need to create your shipping rule. If you are not already familiar with shipping rules, see [How to create shipping rules](#).

When creating or editing a shipping rule, navigate to the 'Postage details to apply' section and check the box marked 'Mark order as despatched by other courier', then click the 'Next' button and then the 'Save' button on the next window.



The screenshot shows a web form titled "Edit shipping rule" with a red header bar. Below the header, the section "Postage details to apply" is visible. On the left, there are three dropdown menus: "Shipping service to be applied" (with a red asterisk and a blue question mark icon), "Consequential loss", and "Department" (with the placeholder text "Please select a department"). On the right, there are four checkboxes. The first checkbox, "Mark order as despatched by other courier", is checked with a blue checkmark. The other three checkboxes, "Provide SMS notification to the recipient", "Provide email notification to the recipient", and "Obtain a signature upon delivery", are unchecked. At the bottom left, there is a "Back" button with a left arrow icon. At the bottom right, there is a blue "Next" button.

All orders which conform to this shipping rule will now be instantly marked as 'Despatched by other courier'.